

OPEX AS-Series Extractor/Scanners: vertical market profile

Health Care Insurance & Claims Processing

Problem: The business was experiencing rapid growth and needed to streamline mail processing by using fewer full time employees while improving accuracy on every order. Divider sheets were used for each different type of document. The volume of mail was steady at 15,000 envelopes per day, with 15 full time employees involved in the prepping, extracting, and scanning processes.

Technology Deployed: (3) OPEX AS3690i Scanners, Model 51 Rapid Extraction Desks, and an OMATION 206 Envelopener

Solution: After implementing the OPEX AS3690i solution, the company eliminated sheet separators entirely and were able to complete all tasks at one specific location. The number of full time employees decreased from 15 to 7.

Other key benefits include:

Contents of each envelope handled only once -- **time savings**

The paperwork never leaves the mailroom -- **efficiency gains**

Claims are no longer misplaced or mixed up -- **improved transaction integrity**



OPEX AS3690i

One operator, one touch,
one machine – the digital
mailroom solution all in one.

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Utility Gas/Electric Service

Problem: Utility Service Company was falling behind each day processing approximately 15,000 pieces of exception mail; prep and keying were taking up a majority of the day, causing problems in mailroom efficiency.

Technology Deployed: (3) OPEX AS3690i Scanners, Model 51 Rapid Extraction Desks

Solution: After a full demo of the Model 51 Rapid Extraction Desk and AS3690i's, the company chose to implement three additional AS3690i machines. The prep step was eliminated, as were separator sheets. Keying could begin earlier in the day. Employees can now work on multiple projects and not focus on one specific task like document prep.

Other key benefits include:

Checks and documents no longer misapplied because of physical separation prior to imaging. -- **improved transaction integrity**

Paperwork never leaves the mailroom -- **efficiency gains**

Contents of each envelope handled only once -- **time savings**



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Government Federal Agencies

Problem: Business mailroom was operating with outdated equipment which was forcing them to hand feed one page at a time in order to scan about 300 envelopes per hour containing on average three documents per envelope. The business wanted to streamline its operation to promote a more efficient workflow. Items were being opened and then taken to a separate scanning station.

Technology Deployed: OPEX AS3690i Scanner, Model 51 Rapid Extraction Desk

Solution: The business was able to upgrade their Model 51 Rapid Extraction Desk by adding the AS3690i, thereby streamlining the scanning process. One whole step was eliminated from the workflow process, saving one full time employee equivalent.

Other key benefits include:

Contents of each envelope handled only once -- **time savings**

Image quality is improved -- **manual keying minimized;**
Optical Character Recognition (OCR) rates maximized



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Financial Services Banking/Investments Checks & Forms Processing

Problem: Large volumes of mail (25,000-30,000 envelopes per day) were causing staff to fall behind dramatically. As volumes continued to increase, overtime costs increased as well. Most time was spent on prepping and viewing the documents before the scanning process.

Technology Deployed: (3) additional OPEX AS3690i Scanners, Model 51 Rapid Extraction Desks (bringing the total to 18)

Solution: With the addition of three more AS3690i's, the once lengthy prep stage is eliminated. The full time employee requirement is reduced significantly, lowering employee overtime. The separator sheets were no longer required.

Other key benefits include:

Checks and documents no longer misapplied because of physical separation prior to imaging. -- **improved transaction integrity**



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Not-for-profit Donation Forms Processing

Problem: Not-for-profit company was using a manual process for opening mail. Volumes averaged 2,500 envelopes per day with seasonal peaks running up to 8,000 envelopes per day. Company had no image capture system and was looking to implement an Accounts Receivable Check Conversion (ARC) function to process donations. Peak processing requirements were not being met.

Technology Deployed: OPEX AS3690i Scanner, Model 51 Rapid Extraction Desk

Solution: Company implemented full mailroom automation solution by adding the Model 51 and one AS3690i, processing up to 600 envelopes per hour with a rotating staff of three. ARC processing scheduled for implementation in the near future.

Other benefits include:

Same day processing with the ability to increase speed of processing during peak season -- **time savings**

Fewer staff involved in process -- **labor savings**

Allowed for migration into an ARC process and earlier deposit of donations -- **improved funds availability**



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Financial Services Health Insurance/Claims Processing

Problem: Healthcare company was experiencing an excess in carryover mail and a high number of transaction errors. The company's average mail volume was 1,500 envelopes per day, with each containing four documents. The workflow steps included slicing the envelopes open, prepping the contents, scanning the envelopes in batches, passing the images through software, manually verifying the quality of the images, stapling the transactions and finally, pulling checks for processing. The company was looking for a way to streamline this workflow, while processing more mail with fewer people.

Technology Deployed: (3) OPEX AS3690i Scanners, Model 51 Rapid Extraction Desks

Solution: After implementing the OPEX AS3690i solution, the company eliminated separator sheets and was able to streamline the workflow by completing all steps in one centralized location. Processing time was reduced substantially, by almost 50%, while the number of full-time employees also decreased significantly.

Other key benefits included:

Contents of each envelope handled only once – **time savings**

Daily carryover of mail greatly reduced – **efficiency gains**

Claims are no longer misplaced or mixed up – **improved transaction integrity**

Fewer staff involved in process – **labor savings**



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Financial Services Retail Lockbox

Problem: A retail lockbox was receiving 3,500-4,000 envelopes daily, and this number was increasing steadily. Mailroom employees were falling behind, and were often unable to completely process a day's delivery. This resulted in considerable overtime expense, with the scheduling of extended shifts and weekend hours in order to process the backlog. The company was looking to reduce overtime, streamline order processing, and increase order accuracy.

Technology Deployed: (1) OPEX AS3600i Scanner, Model 51 Rapid Extraction Desk

Solution: After implementing the OPEX AS3600i solution, the company eliminated sheet separators completely and was able to combine check processing and forms processing in one capture platform. The results were stunning: All of the mail, and all of the orders, were processed sooner -- up to two hours earlier each day than previously.

Other key benefits included:

Contents of each envelope handled only once – **time savings**

Daily carryover of mail greatly reduced – **efficiency gains**

Claims are no longer misplaced or mixed up -- **improved transaction integrity**

Fewer staff involved in process – **labor savings**



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Government State License & Registration Forms Processing

Problem: Government agency was using a manual process which included opening mail at one station, extracting contents (check and document) from another, preparing the contents for scanning, and finally, scanning the contents at a third location. They were looking for a solution to automate this process and increase efficiency.

Technology Deployed: (2) AS3600i Scanners, Model 51 Rapid Extraction Desks

Solution: After implementing the AS3600i solution, this government agency was able to streamline their process and complete all of the steps previously described at one station, using only one pass.

Other key benefits included:

Contents of each envelope handled only once – **time savings**

Checks and documents no longer misapplied because of physical separation prior to imaging – **improved transaction integrity**



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Financial Services Banking/Investment Management

Problem: This banking and investment management company was using a completely manual process that required up to five people to open, extract and scan contents from envelopes. Peak volumes of up to 7,000 envelopes per day would often result in mail being carried over to the next day. The company needed to reduce labor, automate the process, and develop a workflow that would provide an effective means of eliminating daily carryover.

Technology Deployed: (1) AS3600i Scanner, Model 51 Rapid Extraction Desk

Solution: With the implementation of the Model 51/AS3600 solution, opening, extracting and scanning is performed by one primary operator. All separator sheets are eliminated. Since one person can perform all of the processing steps at a single workstation, significant labor savings is realized.

Other key benefits include:

Contents of the envelope handled only once – **time savings**

Fewer staff involved in process – **labor savings**

Paperwork never leaves the mailroom – **efficiency gains**



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